Commentary

Selecting Home Telehealth Staff
Ten Ingredients for Predicting Success

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A growing foundation of literature has been written on home telehealth. Most of these articles focus on technology acceptance, integration into practice, and return on investment (Ryan et al., 2003). Little literature exists addressing the personality traits and technology skills necessary for practitioners.

- *What, if anything, has been learned about the characteristics of professionals who have implemented successful home telehealth applications?*
- *Do they possess specific attributes that are critical for success to be achieved?*
- *Are these qualities learned or innate?*

Extensive research has been done on personality traits and characteristics as indicators of successful performance and supports a relationship between the certain traits in an individual and the probability of that person's success in the workplace (Kliem & Anderson, 1996; Salgado, 1997). Based on this literature and the experiences of both the Veterans Health Administration's Community Care Coordination Service in Florida and the University of California, Davis' Center for Health and Technology, these 10 ingredients top the list for predicting successful telehealth clinician performance (Best Practices White Paper, 2002).

1. **Emotional Stability:** Individuals are well-adjusted and emotionally mature to deal with the frustrations and stressors in a changing healthcare environment.
2. **Conscientious:** Possess ethical character dominated by a sense of what is right and set a high standard of excellence for themselves and those around them.
3. **Confident:** Self-assured and resilient, learn from their mistakes, and are highly resourceful.
4. **Visionary:** Spontaneous risk takers, consistently thinking "outside the box."
5. **High-energy:** Positive thinkers who are energized by challenges and motivate those around them through enthusiasm and optimism.
6. **Intuitive:** Understand the environment around them, can put themselves in the "other person's shoes," and place a high value on advocacy.
7. **Team-oriented:** Focused on common goals, realize success is measured by what everyone achieves, mentors and coaches for success.
8. **Charismatic:** Likeable, well respected, and able to define and execute a plan through motivating others to see the benefits and "the big picture."
9. **Skilled Communicator:** Effective in all forms of communication by actively listening and providing constructive feedback to reduce barriers to success.
10. **Problem solver:** A critical thinker who is creative, adaptable, and flexible; does whatever is required to obtain the best solution. ♠

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